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LAKE CHAMPLAIN COMMITTEE JOB DESCRIPTION

Description last reviewed and updated: 5/19/10

JOB TITLE: Office Manager

HOURS: full-time, 40 hours per week, including occasional weekends and evenings

SUPERVISOR: Executive Director

OVERVIEW:

The **Office Manager** fields phone calls and walk-ins; opens and distributes mail; oversees and maintains the computer membership database; implements and maintains a computerized bookkeeping system (in Quickbooks); produces monthly financial and membership reports; oversees all membership, advocacy, and outreach first class and bulk-rate mailings and emailings; updates and maintains LCC's web and social media presence with guidance from other staff; provides support on outreach and program efforts; maintains and upgrades office systems and equipment as needed; organizes the office, tracks inventory and orders all supplies. The Office Manager also serves as an assistant to the Executive Director. To the extent that time is available, the Office Manager is expected to clean beaches and remove sea lampreys from fish in the lake (just kidding about this last bit, but all the rest of it is for real).

RESPONSIBILITIES:

Membership and Computer Record Keeping

- Maintain and update membership and organizational database on a bi-weekly basis including inputting all information, updating data and selection codes as appropriate, printing thank you and follow-up letters and reports, and making deposits.
- Produce and distribute thank you letters, new membership packages, and Lake Champlain Paddlers' Trail related materials, and fill informational requests and orders in a timely fashion.
- Update thank you letter and welcome package and other outreach letters with edits as provided.
- Handle inquiries and fill and track requests for information about LCC and the Lake Champlain Paddlers' Trail on a timely basis.
- Produce and distribute monthly income and membership reports and budget reports using membership database and accounting software.
- Oversee updating and fine-tuning of the membership, media, and other databases throughout the year.
- Coordinate with other staff to maintain calendar and general schedule for outgoing mailings and emailings and oversee printing and mailing or emailing of LCC renewal letters, donor solicitations, prospecting mailings, E-newsletters, Lake Look mailings and emailings, action alerts, meeting/outreach invitations, press releases, and other informational materials throughout the year. (Includes in-house printing of materials.)
- Maintain notebooks and database tracking of all organizational mailings and mass emailings to membership, board, prospects, media, partners, and clients related to project work.
- Assist efforts to develop and maintain an activist network of members and volunteers to aid LCC's advocacy, education, project, and administrative work.

- Conduct daily, weekly and annual back-ups of all database and software programs the Office Manager works with.
- Establish and utilize a computer back-up system for the office to safeguard database and word processing files and programs.

Financial and Legal Record Keeping

- Receive all bills, make preliminary approval for payment and allocate and produce checks and billings on a semi-monthly basis or more frequently as required using accounting software.
- Maintain accurate financial reports, invoices, and sale item records and inventories for annual audit or financial review.
- Oversee bank accounts and endowment fund accounts and recommend money transfers as needed.
- Produce and distribute monthly budget and financial reports using accounting software, allocating income and expenses to cost centers, tracking grant expenditures, and producing grant invoices as necessary with support from Executive Director.
- Prepare and file monthly, quarterly employer tax reports and oversee filing of annual tax reports and maintain past financial records in a sequential and orderly fashion for tax purposes.
- File lobbying papers bi-annually as required by Secretary of State.
- Compile materials for and assist in the scheduling of annual audits and/or financial reviews, LCC annual report, and production of 990, Report 5500 and other tax reports.
- Assist Executive Director in developing annual budgets and work-plans and participate in the short and long-term planning efforts of the Lake Champlain Committee.

Office Maintenance

- Open and close office daily.
- Develop and maintain as changes occur, an operations manual for the Office Manager position.
- Oversee answering of telephone and distribution of all messages, emails and faxes in a timely fashion.
- Open mail and distribute daily.
- Perform general administrative duties including word processing, filing, scanning, and photocopying.
- Prepare and mail all specs for printer bids and other bids with input and support from other staff as needed.
- Provide administrative support to the Executive Director.
- Provide administrative support to other staff as time allows.
- Oversee maintenance, upgrading, and inventory of office equipment including answering machine, computers, digital camera, fax machine, photocopier, power point equipment, printers, scanners, and telephones.
- Maintain supplies of all office necessities with an emphasis on cost effective, environmentally responsible purchasing.
- Oversee production and track inventory of LCC note cards, T-shirts, books and other merchandise and track sales and comp distribution.
- Produce, replenish, and update office print and digital tracking forms including time sheets, expense forms, check approval and bank transfer forms, and outreach materials.
- Supervise use of office equipment and train new users as necessary.
- Keep office presentable and professional and oversee cleaning and maintenance.

General Office Support

- Assist in the ongoing communication and development work of the organization.
- Update the LCC Web Site and other social media with information on programs and events on an as needed basis and in collaboration with other staff.
- Provide staff and board members with information as requested and provide support for key programs such as the Lake Champlain Paddlers' Trail and outreach efforts including the Lake Protection Pledge Campaign, Way to Go Week, Annual Meeting, and business, donor, and membership education and fundraising events.
- Coordinate meeting schedules and prepare office for any meetings.
- Assist in developing a corps of volunteers to provide administrative support for bulk mailings, organizing and maintaining the library, filing and other office maintenance tasks as appropriate.
- Participate in regular staff meetings and staff development activities.
- Keep informed about Lake Champlain Committee activities and issues.
- Other duties as assigned.

ACCOUNTABILITY:

The **Office Manager** is expected to ensure that the office functions efficiently and effectively and that membership, program, and financial databases are maintained properly. The Office Manager interacts with the Executive Director on a daily basis. The Office Manager must demonstrate efficient use of public and private funds and be environmentally conscious in all purchasing, accounting and budget implementation actions.

QUALIFICATIONS FOR POSITION:

Professional Experience

- Successful administrative experience.
- Successful database management experience. *Familiarity with Raiser's Edge a plus.*
- Proficiency with email, web, social media and computers.
- Accounting and bookkeeping experience or ease with numbers and a willingness to learn accounting systems.
- Personal commitment to protecting the environmental integrity and recreational resources of Lake Champlain and the Champlain Basin.

Education

- Bachelor's degree.

Interpersonal and Organizational Skills

- Efficient approach to tasks.
- Ability to organize work, thoroughness, and attentiveness to detail and design.
- Proficiency at undertaking multiple tasks on an ongoing basis.
- Pleasant manner and professional, friendly approach to working with staff, board, LCC membership, Agency personnel, and the general public.
- Strong written and oral communication skills.
- High motivation and energy level.
- Willingness to work flexibly as part of a team and confidence to work in a self-directed fashion.

- Ability to work with deadlines and within budgets and under time pressure with humor and attention to detail.

Technical and Computer Skills

- Computer proficiency using word processing, spreadsheets, and database applications in a Windows environment.
- Aptitude for Email and web marketing including design, personalization, database import and export, statistical tracking and verification, and website and database integration.
- Knack for working with office equipment from computers and printers to paper folder and fax machine.
- Experience with website content management systems (CMS) and social media.

Working Conditions and Related Requirements

- Generally Monday through Friday from 8:30 am to 4:30 pm with occasional evening and weekend commitments.
- Some flexibility in work schedule is helpful to coordinate with schedules of other staff members.
- Office environment with some travel and work outside the office.
- Valid driver's license and consistent access to a reliable vehicle for work-related errands.

SALARY RANGE:

Salary range \$25,000 - \$28,000 depending on experience and qualifications.

APPLICATION PROCESS:

Email cover letter, resume, and two letters of recommendation to: lorif@lakechamplaincommittee.org. Applications due at LCC by 6:00 PM 6/2/10. Seeking start date in July.